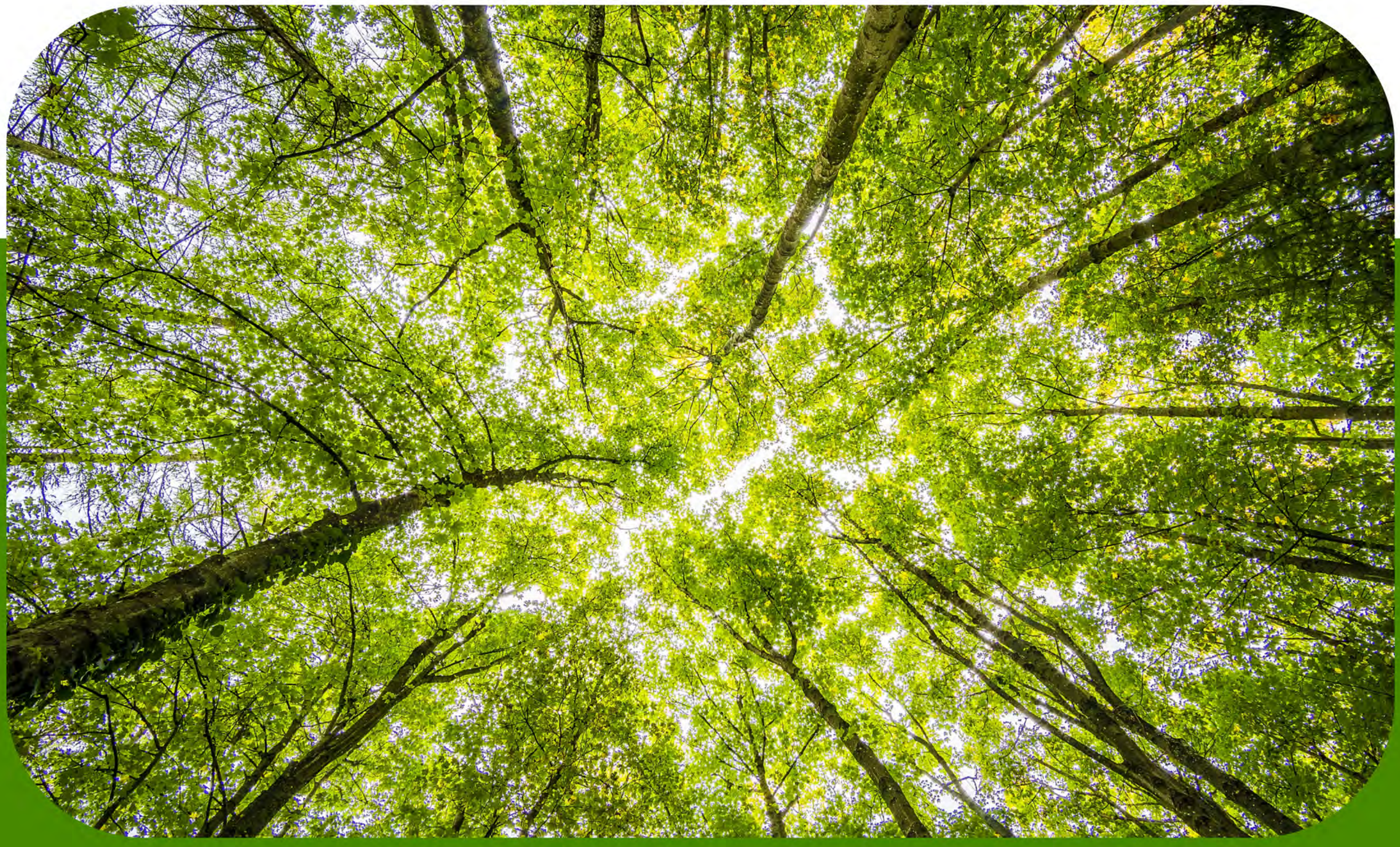
GREEN TOUR

Green Tourism Booklet



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petit pas aps

ASOCIAȚIA DE TERAPIE FAMILIALĂ ȘI DE CUPLU TIMIȘOARA

VNiVERSiDAD D SALAMANCA

CENTRE FOR COMPETENCE DEVELOPMENT CYPRUS

AVA CREATIONS

Developed by Petit Pas Aps

Visit our website

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1. About GreenTour

The GREEN TOUR project is an Erasmus+ co-funded project that was implemented from February 2022 until April 2024 to:

- Develop an Interactive map to enable people with disabilities to be able to plan, realize and enjoy green tourist travels, in a more sustainable & environment friendly way and to explore all green tourism offers that the country can provide.
- Motivate the people with disabilities to lead an active life, do tourism and become true agents of the environmental change through development and implementation of new and targeted teaching approaches.
- Raise the awareness among people on the need to consider the environmental impact of tourist travels and to make green choices while organizing while being on the trip.

The current Booklet has the goal to promote green tourism among stakeholders, to raise awareness, and to explain the benefits of green tourism and the importance of sustainable travel. The booklet contains a unique collection of good practices, success stories, tips, and strategies for stakeholders to co-design more accessible tourism offers and for people to be able to opt for more environmental choices when selecting, organizing, and executing their travel plans.

2. Partners

Asociația de Terapie Familială și de Cuplu Timișoara

Family and Couple Therapy Association Timisoara – ATFCT aims at training and supervision professionals working in the field of psychology, pedagogy, medicine, social assistance, education, including also students of these areas. ATFCT also provide assistance – psychological, psychotherapeutic, pedagogical, medical, social, and educational – to people in difficulty, individuals as well as groups.

CYPRUS AGROTOURISM COMPANY
discover real Cyprus

Cyprus Agrotourism Company is a private non-profitable company established by the Deputy Ministry of Tourism in Cyprus in 1996. Its members are owners of traditional houses and boutique hotels and other rural businesses or individuals or associations or cooperatives who offer tourists services/experiences in the villages of Cyprus. Today the company has more than 125 members in more than 60 villages offering quality services in the field of rural tourism.

CENTRE FOR COMPETENCE DEVELOPMENT CYPRUS

CENTRE FOR COMPETENCE DEVELOPMENT CYPRUS (COMCY) is a non for profit Training, Research and Development Organization, active in the field of project management, training & consulting that focus on the training and development of various target groups and sectors of the society, through the participation in EU programs and initiatives as well as at the implementation of training seminars in Cyprus and abroad.

VNiVERSiDAD D SALAMANCA

The University of Salamanca was founded in 1219; nowadays it is the only Spanish university that has maintained its activity throughout the centuries and its great attraction capacity with a stable student body of around 30,000 students. It has nine campuses with 26 faculties and colleges and 12 research centres covering areas as varied as biosciences and lasers, as well as agri-food developments, neurosciences, history studies and basic research, among others.

petit pas aps

The social promotion association Petit Pas Aps was founded in Trani, Puglia (IT) in 2015, by a group of professionals, trainers and youth leaders to improve the level of knowledge and skills of their community, and increase their chances of advancement in the labor market. Thanks to the participation in Erasmus + projects, in intercultural dialogue experiences, as well as in training courses and social volunteering, came into contact with new realities and with different ways of conceiving Europe.

AVA
AVA CREATIONS

Foundation AVA Creations is a Bulgarian NGO working actively in the field of European cooperation in education and training, including vocational training. It was established in 2016 with the main aim to support the development of businesses and communities through encouragement of innovation, creativity and vocational training. Currently, wants to put forward and implement project initiatives on local, national and EU level .

3

Good practices

In this section have been collected specific good practices in facilitating and/or implementing practical sessions based on GreenTour outputs in each partner country & ideal for new products or services in the field of green and accessible tourism.
The purpose of this collection is to provide an examples aimed at stakeholders to implement greener tourism offers.

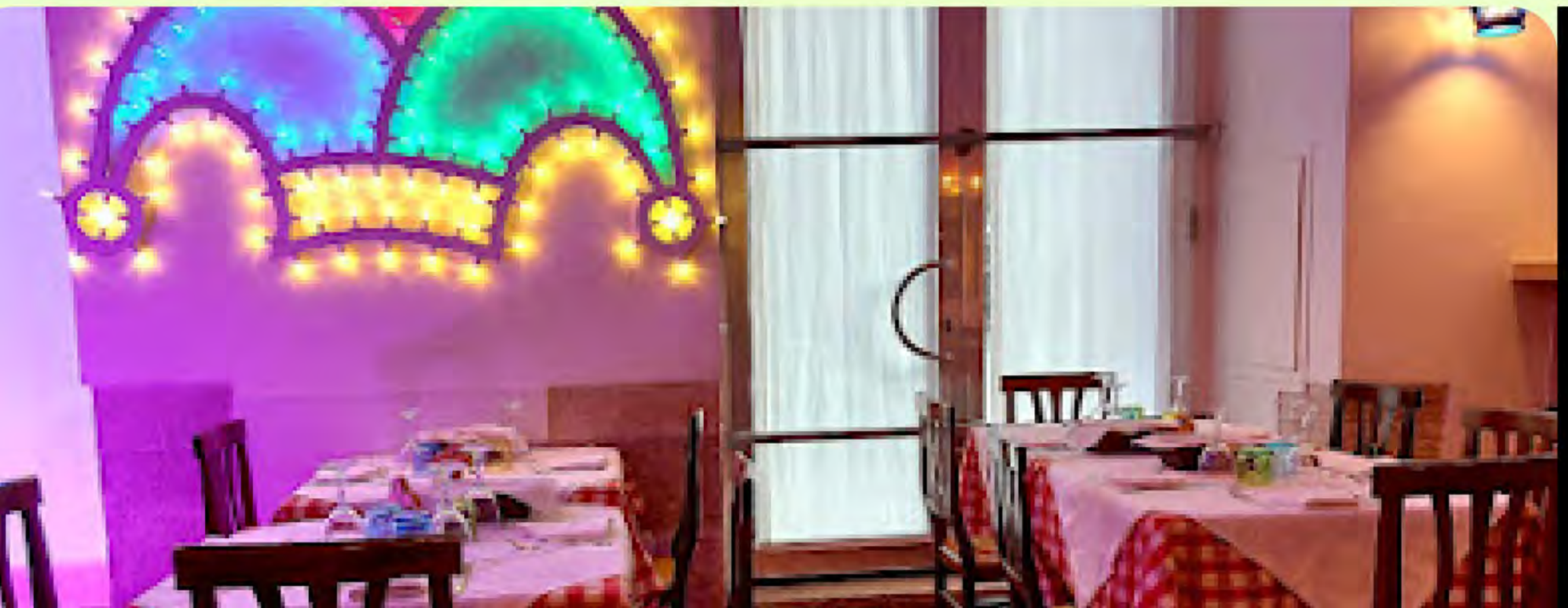
3.1 LOCANDA DEL GIULLARE
tourist provider in the catering sector

The results of the GREEN TOUR project are included within our services as added value to our offer.
The presence of the Locanda del Giullare within the interactive map allows us to acquire greater visibility both at a national and international level, thus increasing the possibility of welcoming more foreign tourists and offering them a gastronomic and entertainment experience totally made in Italy .

Our users also appreciated the manual, created specifically for them, to promote but also to help them better understand what eco-sustainable tourism is and how to make more environmentally friendly choices; and his practical advice on what to do and keep in mind when embarking on a trip.

We, as managers of the Inn, to improve our catering offer, will certainly take into consideration the suggestion in the manual for tourist providers, to provide menus in braille or with large characters and consider the possibility of equipping ourselves with a digital menu (speech synthesis), as well as doing our utmost to make our rooms accessible for any type of wheelchair or mobility problem.

Even the educators who work with us and support our staff in their daily work and in the realization of their performances have benefited from the manual aimed at them, welcoming the suggestions and indications on how to address people with disabilities by introducing and spreading the concept of sustainable tourism. In general, all the sections covered in the manual can not only support their professional life, but are also of great help for personal development.



LA LOCANDA
DEL GIULLARE
IL RISTORARTE

ideas

1.Update your physical restaurant design and layout ensuring customers can easily navigate and interact with your restaurant.

2. Follow WCAG and ADA guidelines for restaurant websites. Digital accessibility is crucial in the restaurant industry. Many potential customers check out restaurants online before ordering. If they don't find the website accessible enough, they will click on it and head to a competitor's site instead.

3.Provide various ordering methods, such as via browser and mobile app. Putting menu and restaurant information online or in an app can be very useful for these people.

3.2 SHISKI CONCEPT SPACE
tourist provider in the cultural sector

Working as a cultural space based in the historic center of the city of Trani, Italy almost every day, especially in the high season, we come into contact with tourists who visit our headquarters and come to admire and purchase local design and craft projects and objects, some of which were created with recycled materials, made in our Puglia region.

The desire of the GREEN TOUR project to promote and spread more eco-sustainable and accessible tourism fits perfectly with our offer as we have recently committed ourselves to promoting a greener offer.

The manual dedicated to tourist providers has given us important information to improve our tourist offer, especially with regards to suggestions relating to the promotion of local crafts and events, perfectly in line with the work we carry out in our space.

We would like to print the manual for people with disabilities as it is closely linked to the interactive map and keep it handy in our space to be able to offer a new and easy-to-use tool to all people with difficulties, special needs or disabilities that we have the pleasure of welcoming you into our space.

SHISKI
CONCEPT SPACE

3.3 Retezat Tourism Association

I think we could certainly use some of the ideas presented in the results of the Green Tour project from the interactive map.

Besides the fact that I am very happy that our location, "Nature near us", is promoted through the Green Tour website, and we have an advantage compared to other tourist routes, in the interactive map we find all the details about that point, which are the coordinates to get to that place, but also the facilities that each location has.

If I had to choose something I would like to implement on our website, it would be to add accessibility buttons to our website from the interactive map, making it more accessible to people with disabilities.

Seeing that this can be done, it seems to me that our association's website would benefit, thus differentiating itself from other tourism websites in Romania, our competitors.

ECO ȚARA
HAȚEGULUI-RETEZAT

ideas

1.I really like the idea of partnerships in the handbook for tourism providers. Networking when it comes to developing tourism services in the Retezat National Park is essential, so I can subscribe to its importance.

2.At the same time, I think it is important, as is also stressed in the materials, to relate to people with disabilities as a group of potential customers for whom we can prepare our services so that they have an unforgettable experience, return and recommend us further.

3.4 Sorin Tincu - manager of Corvin Castle, Hunedoara

Both the tourism manual for people with disabilities and the one for tourism providers are useful and we will use them in our work.

On one hand, employees enjoy motivation, ideas and good concepts to apply in our company, in order to be more accessible to people with different needs from ours.

On the other hand, people with disabilities already enjoy access to Corvin Castle completely free of charge, and the fact that our location is promoted through the interactive map gives us an advantage for people to learn more about us.

CASTELUL CORVINILOR

ideas

1.Implement other accessible and sustainable practices in the castle. We have already started to change the cubic stone in the castle courtyard to make access easier, ramps, but also audio-visual guides with the story of the castle, information panels, toilets and even mini-experiences, where tourists can enter the fairy tale and the story of the castle.

2.We are looking at the sustainable side of the business and are working on installing solar panels for electricity and hot water.

3.5 Greenway of Sierra de Cádiz

The Vía Verde de la Sierra de Cádiz (Spain), which runs along 36.5 kilometer by the old Jerez-Almargen railway line is not only a recreational attraction but also a model of accessibility and sustainable tourism, offering practical applications for businesses focusing on inclusivity and eco-friendly practices:

• Comprehensive Accessibility Information: The website for Vía Verde de la Sierra provides detailed information about the accessibility conditions of each section, including length, type of pavement, and wheelchair accessibility. It specifies features such as accessible fountains, adapted bike rentals, accessible furniture, and designated parking spots. This comprehensive approach aligns with the Green Tour project's focus on universal design and could be a model for other businesses seeking to improve accessibility.

• Inclusive Design and Adaptations: The route offers various adaptations to cater to visitors with different needs, ensuring that everyone, regardless of physical ability, can enjoy the scenic landscapes. The use of accessible pathways, adaptive bikes, and clearly signposted parking demonstrates a commitment to inclusivity, which businesses in the tourism sector can emulate.

• Sustainability and Environmental Conservation: Vía Verde de la Sierra's setting within Mediterranean forests with diverse flora highlights an environmentally conscious approach. The project's emphasis on sustainability resonates with the Green Tour initiative, promoting tourism that minimizes environmental impact.

• Clear Communication and Visual Indicators: The website's use of expanded sections with pictures and icons indicating the accessibility conditions of each building provides clear and easy-to-understand information. This form of communication is crucial for tourists and can be a valuable reference for businesses looking to improve their accessibility-related content.

3.6 Altair Sierra de Béjar

Altair, a rural complex located in the heart of the Sierra de Béjar in Salamanca, Spain, is a unique business that aligns well with the principles of the Green Tour project, combining accessibility with sustainability.
Given that it's an employment center where all workers have disabilities, here is a justification for how Altair has used the Green Tour project results and the practical applications they foresee:

• Commitment to Universal Accessibility. Altair's entire setup revolves around universal accessibility, a key focus of the Green Tour project. The rural complex features 100% accessible accommodations and dining facilities, allowing guests with various mobility needs to enjoy their stay without barriers. The complex also offers activities that are accessible and suitable for all, embodying the principles of inclusive tourism.

• Innovation in Rural Tourism Altair's approach to rural tourism incorporates the innovative aspects of the Green Tour project. The use of a 5-hectare estate with an organic garden promotes sustainability, showing how tourism enterprises can operate in harmony with nature. Altair's emphasis on health, gastronomy, nature, and culture demonstrates its commitment to offering diverse experiences while minimizing its environmental impact.

• Social and Inclusive Entrepreneurship. As an employment center for individuals with disabilities, Altair provides stable and quality jobs while fostering a sense of community. The worker-owners of SALARCA Cooperative demonstrate the practical application of the Green Tour's emphasis on accessibility and social inclusion. By employing and training individuals with barriers to the labor market, Altair contributes to social equity and offers a unique perspective on tourism management.

ALTAIR
Turismo Rural

ideas

-Collaborate with local disability organizations. you will design more inclusive facilities and you can gain new insights to enchance inclusivity.

-Incorportate sustainability into accesibility training. The GreenTour project allows tourism enterprise managers to understand the link between environmentally friendly practices and accessibility, so that they can incorporate it as part of their differentiated value offer.

- Leverage technology for accesibility. technology can be used to improve accessibility and sustainability like using our interactive map for planning a destination.

3.7 Deputy Ministry of Tourism, Republic of Cyprus

Access to information material on green and accessible tourism.

Training of the tourism industry on the importance of green and accessible tourism through the project manuals.

By using the information materials developed during GreenTour Project we have developed and implemented actions with relevant stakeholders in regards to minimizing environmental impact and ensuring that the services offered, are accessible to all individuals, including individuals with disabilities.

ΥΦΥΠΟΥΡΓΕΙΟ
ΤΟΥΡΙΣΜΟΥ
ΚΥΠΡΙΑΚΗ ΔΗΜΟΚΡΑΤΙΑ

ideas

1.Establishing contacts between tourism businesses and stakeholders, through the Deputy Ministry of Tourism and the Cyprus Rural Tourism Association.

2.Informing Human Resources Development Authority of Cyprus (HRDA) and certified trainers about the results of the project.

3.Informational workshops on how to exploit the results of the project.

4.Training providers have a crucial role in implementing GreenTour's results.

ΥΦΥΠΟΥΡΓΕΙΟ
ΤΟΥΡΙΣΜΟΥ
ΚΥΠΡΙΑΚΗ ΔΗΜΟΚΡΑΤΙΑ

3.8 Lumina Botanical Gardens

Our Botanical Park is already accessible for people with mobility problems. However, we believe there is always room for improvement to make our infrastructure more accessible.

Possibly a partnership with travel packages that focus on green and accessible tourism could be created thanks to this project that proved that practical applications have a place in our work.

In order to start partnerships with stakeholders to improve the offer and services for people with disabilities, tourism managers first need to understand the needs for green tourism, identify relevant stakeholders and finally conclude agreements.

For training providers wishing to apply the results of the GREEN TOUR project as part of their training offers to tourism managers, it is necessary to first fully understand the results and proposals of the project and then to adapt the training offers based on the issues that emerged during the project.

The final stage involves their implementation.

3.9 Petrich History Museum

We've managed to present the video clips of GreenTour project - interviews and international Green good practices on Museum's screens, and we will continue doing it especially when there are planned guided tours for visitors individuals and groups from schools, other organisations, tourist service providers, external guides, etc.

Of course the main focus is paid on the Petrich city park where actually the Museum is situated; the Samuil's fortress and Rupite baths, so the tourists can learn more from the project materials. We tell them about the interactive map, so they can check it themselves and explore the accessibility and other details.

Regarding the other materials - manuals, we introduce them to all our employees and guides, so they can learn more about the green and inclusive practices, to know on how to proceed when there are people with special needs and disability joining our Museum (already accessible) visits and to motivate them to perform activities which are environmental friendly, rather than usage of conventional transport vehicles for example on the route, to reach their destination.

ИСТОРИЧЕСКИ
МУЗЕЙ
ПЕТРИЧ

ideas

Mid-term plans towards joining and implementing environmentally friendly approaches, such as Museum guided tours and stop for the amusement train "Low-Carbon InFinityTrail" (LIFT) that will connect main attractions in the regions of Struma river (in Bulgaria and N.Macedonia).

The train is planned to be equipped with multimedia facilities to provide engaging and informative tours, videos and stories during the journey and an access platform to ensure equal access for people with disabilities.

Tourists will benefit from improved and more accessible tourist experience thus, the alternative mobility will be encouraged.

3.10 CassiaTour – Travel agency

We have been presented with the GreenTour project and its results in the beginning of 2024 when the majority of the outcomes were almost at their final stage. Even though the people with disabilities are a minor part of our customers, we believe that it is good to have the resources to provide them with a high-class service.

Currently, we have the following process in place when we work with people with disabilities.
If the tourist on the booking is a person with disabilities or reduced mobility that requires special measures, this must be communicated to us at the time of booking a trip and upon signing the contract, so that we can take the necessary measures.
We are doing our best to provide information about the trip in an accessible format as well as information about the specific equipment on board the vehicle (if travel is included).

Here, the developed results (mainly the Green Touristic Handbook for Tourism Providers) will be very useful. For all types of transport, the tourist is entitled to free assistance at the terminals and on board the travel vehicles.

We also believe that the Green Travel Manual for People with Disabilities is very useful document. And we intend to include it in the tourist info pack that we provide to our customers – once they decide to book their travel or vacation with us.

Cassia TOUR
travel agency - it's all about your comfort

ideas

CassiaTour has been working actively to provide a vast variety of options and offers to their customers.
We have many offers related to green tourism.
We can definitely confirm that in the latest years we see in our customers the desire to be more sustainable during their travels, holidays and vacation time. Thus, we are putting and will keep on putting a lot of efforts to design and present offers that are at the same time green, sustainable and attractive.
The developed materials under the project will be a good inspiration for new ideas for the design of more innovative touristic offers and will be a good supplement to our existing ones.

4

Success stories

This section includes project ideas developed by training participants and aimed at improving accessibility of touristic offers already existing or ideas for new touristic offers accessible & green.

4.1 Green Lifestyle

Target Group

- People with motor, sensory and cognitive disabilities
- People with temporarily reduced mobility
- Elderly people
- Expectant women
- Parents with small children

Experience type

Seasonal Experiences (summer, spring, winter or autumn activities) combined with special experiences, on the occasion of events and/or demonstrations (fairs, festivals, workshops, concerts).
"All-inclusive but flexible package" formula. Users can choose the duration of the trip (day, weekend, weeks) and the different type of need (deaf, visually impaired, motor difficulties, cognitive difficulties...) + caregiver or personalized assistance during the trip where required. Pre-departure flat rate price which includes, transfer, accommodation, meals, activities.

Features

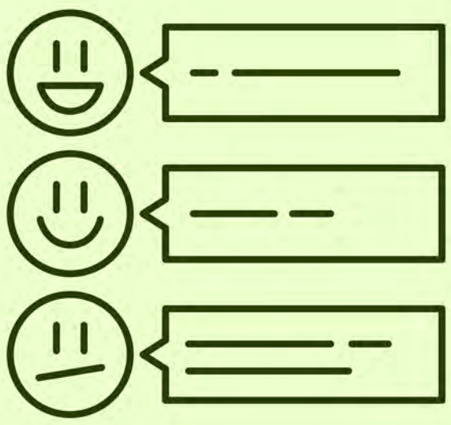
- Discover agricultural products and local flora, agricultural techniques, culture and traditional clothing
- Guided nature trails (sea or mountains)
- Tourist routes along the coast with SUP boards for disabled people
- Overnight stay in traditional villages
- Recreational activities with low environmental impact (e.g. creative workshops to experience first-hand the typical local activities, photographic itineraries)
- Overnight stay in certified green facilities, which use eco-sustainable design and management

How is it Green & Accessible?

The objective of this tourist offer is to allow the tourist to live an immersive experience in the green and eco-sustainable lifestyle, to make the tourists try a lifestyle and a way of living which takes them as a protagonist to want to explore the benefits and impact on a personal and environmental level of more environmentally friendly and greener choices.

- It promotes activities to be carried out in the open air, on the sea, and in the hinterland.
- Use of low environmental impact transport, consumption and use of typical natural and organic products (cosmetics, design and food and wine), green design and recycled furnishing accessories.
- The offer presupposes a study and verification of the principles of accessibility and sustainability to offer targeted tourist experiences in relation to the different deficits that the user may be affected by.

WHY SHOULD TOURISTS BUY IT?



- co-creation of the touristic experience.
- itinerary and locations that contribute to preserve the environment, fauna, flora, local traditions
- presence of specialist, guide or caregivers depending on the needs of the moment (accompaniment, healthcare, emotional support...)
- promotes a model of responsible tourism that embraces all dimensions of sustainability: environmental (gentle mobility, contact with nature), cultural (rediscovery and valorisation of popular traditions) and socio-economic (sale of typical products and artefacts).
- verification of accessibility conditions regarding accommodation, means of transport and places of interest to visit (natural routes/itineraries, beaches, cultural resources)
- accommodation proposals in certified green structures
- tourists aks themselces "what am I going to do?" and not "where am I going?"

petit pas
aps

4.2 Paravacanța

Target Group

- People with Motor
- People with cognitive disabilities
- Deaf people

Experience type

Short Break (less than a week)
Itinerant (overnight stays in different locations along a route)

Features

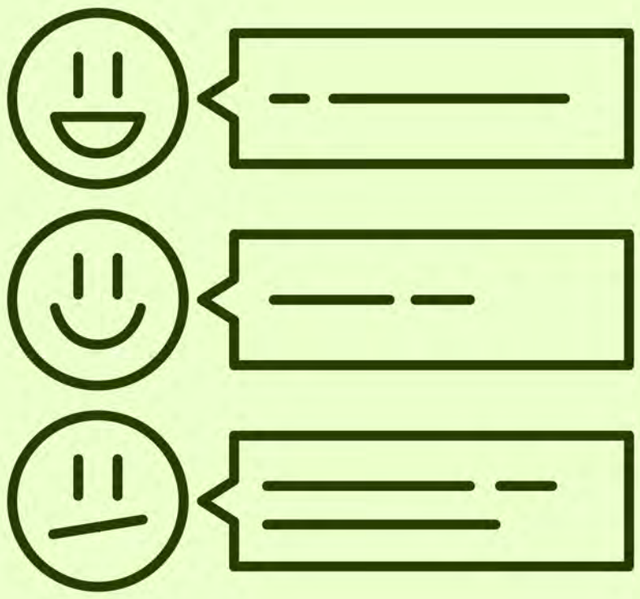
Paragliding with a tour guide in Retezat National Park, Hunedoara country.
Tasting local food and wines in Sălașu de sus.
Visit the "Nature near us" natural trail in Nucșoara.
Camping and fishing by the "Cinciș" lake.
Visit the Dinosaur Geopark, Hațeg.

How is it Green & Accessible?

Provides access to common experiences, thus giving people with disabilities the opportunity to live a normal life.
It is affordable.
Promotes local food and drink and traditional customs.
Uses at least 2-3 sustainable practices in the daily activities.

WHY SHOULD TOURISTS BUY IT?

- It combines several natural activities and makes them accessible to people who might never be able to climb a mountain but could see it from above and enjoy the gifts of nature.
- People could also indulge their taste buds in traditional places that offer seasonal, organic, and country food.
- The experience would be diverse, active, and balanced.



ASOCIAȚIA DE TERAPIE FAMILIALĂ ȘI DE CUPLU
TIMIȘOARA

4.3 Visiting the Ávila walls with a Joëlette Chair

Target Group

- all type of tourists
- highly recommented and required for those with reduced mobility

Experience type

It is a 2-3 hours experience in which tourists can experience a visit through Ávila medieval walls using an adapted chair. By doing so, not only they can visit the reduced section of the walls adapted for reduced mobility, but they can visit the entire sections saving high ramps, steps or closed corners.

Features

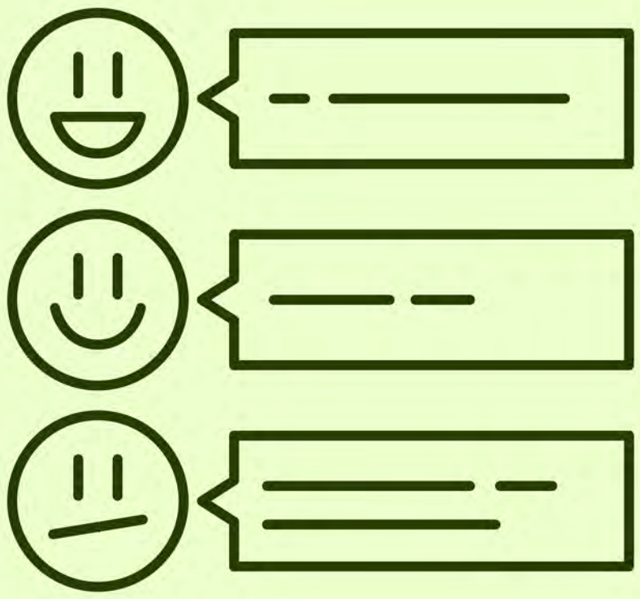
Visiting the historic Ávila Walls in Spain with a joëlette chair is an experience that blends accessibility with adventure.
The trip includes a professional monitor and an experienced driver for the chair, ensuring a safe and smooth journey through this medieval city. The monitor can teach regular users on how to drive the chair, so the experience becomes even more inclusive. This can be combined with guided tours providing unique insights into the city's heritage while enjoying the iconic views.

How is it Green & Accessible?

This is a perfect example of accessibility and sustainability. The walls walk is suitable for everyone (kids, elderly people, people with reduced mobility, people with cognitive diseases...). By using an adapted chair that is mechanic, we make 0 emissions impact to the environment, we preserve the historical monument and we allow everyone to enjoy the experience.

WHY SHOULD TOURISTS BUY IT?

- The experience of exploring the historic Ávila Walls in Spain with a joëlette chair is unforgettable
- The journey offers a distinct way to discover the ancient city.
- This guided adventure ensures safety and comfort
- Visitors can traverse the cobbled streets and ascend to panoramic viewpoints without compromising on accessibility or comfort.
- The level of inclusion and flexibility appeals to tourists seeking something different, something that breaks away from the typical travel and it also ensures sustainability.



VNiVERSiDAD D SALAMANCA

4.4 “Dine in the dark” in Tenebris, the first dark restaurant on the Balkans

Target Group

- All people (with or without any disability).
- People who wants to immerse in a world where vision is not present and let other senses take over.

Experience type

Tenebris is a social experiment, in which people with impaired vision will introduce you to their intriguing world. And it is one full of sense, touch, emotion, sound and flavor, often richer than the visual world.
People will experience a dinner in the world of blind people and that is precisely why they are your hosts. Although briefly, you will have the opportunity to put yourself in their shoes and “see” a different perspective.
The goal of the restaurant is to create job opportunities for people with impaired vision.
By the unusual work environment at Tenebris, vision becomes needless, maybe even a flaw.
Tenebris is not a place for donation, but a workplace where the visually impaired are stronger and more capable than the rest.

Features

- The hostess will welcome and brief you about your upcoming experience. After leaving your coats, bags, phones and other incompatible with the experience items in a secured place, you will meet your host and she will introduce you to the pitch-black dining room.
- Your host will lead you to your table and your culinary journey will begin. You will experience a 5-course menu, especially designed by the chef for your dark dining experience. Whether you choose to use cutlery or your hands is up to you, so please dress appropriately. If you want to order another drink, or go to the restroom, you can call your host by name at any time.
- The dinner usually lasts between 1.5 and 3 hours, after which you will be guided back to the light, where you can see the dishes you were served and how much of them you have guessed.
- Bring a pinch of courage, some adventurous spirit and an empty stomach, and let Tenebris present you a different perspective to food and people.

How is it Green & Accessible?

- The restaurant constantly develops new lines of set-menus, so that seasonal products are used and no semi-processed goods.
- They operate with reservations only, to minimize food waste and keep the meals fresh.
- Specially selected fine wine, craft beer, and homemade lemonades will accompany the customers on this culinary adventure.
- It is possible to choose from several 5-course menus, designed to intensify the experience by playing with your senses.
- They try to keep as much as possible to green approaches & practices when preparing the meals and in the entire service as a whole.

WHY SHOULD TOURISTS BUY IT?

- Tenebris presents a world, where our other senses take predominance.
- Taste, aroma and texture are dimensions, that will redefine your understanding of food and you will experience an unforgettable culinary journey.
- For the human interaction as essential part of the "dine in the dark" experience.
- When in pitch-black darkness, conversations tend to be much deeper, devoid of prejudice, vanity and smart phones.
- You will have the chance to get to know yourself and your company in a profound way.
- Dine at Tenebris and allow yourself to truly see, because sometimes we need darkness to see the light.

AVA

AVA CREATIONS

4.5 Botanical Gardens Retreat

Target Group

- Nature Enthusiasts
- People with sensory disabilities

Experience type

Short break, offering visits to various botanical gardens across Cyprus

Features

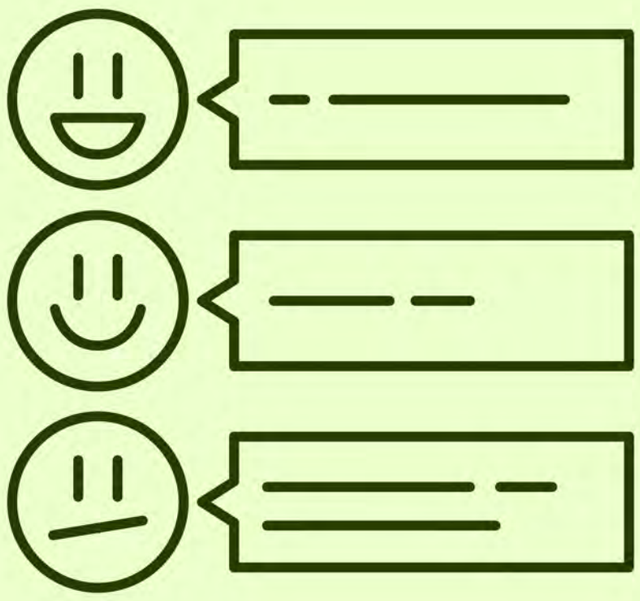
Camping tents surrounded by gardens or parks, providing relaxation after a day of exploration. Guided tours of botanical gardens including interactive workshops tailored for individuals with sensory disabilities. Farm-to-table dining experience based on botanical-inspired cuisine. Eco-friendly shuttles equipped with accessibility features. Aromatherapy experience and evening story-telling sessions tailored for each individual with different disability. Expert botanists alongside with experts for individuals with disabilities leading the informative tours. Sensory garden experiences with sensory disabilities.

How is it Green & Accessible?

- It offers passion for nature
- sensory awareness
- inclusivity.

WHY SHOULD TOURISTS BUY IT?

- Botanical diversity
- Therapeutic Benefits
- Sensory-friendly
- Cultural enriching
- Accessible design
- Community connection



5
Tips&Hacks

Tips & Hacks

A collection of advice on how managers of tourism enterprises can initiate collaborative work with stakeholders for improving their offer and services for people with disabilities & how training providers can implement GREEN TOUR project outputs as part of training offers targeted at managers of tourism enterprises.

Tips & Hacks

- Conduct an audit to assess accessibility barriers
- Collect input from people with disabilities through surveys or interviews
- Implement accessibility features based on your audit and interviews
- Train staff on accessibility for better customer service.

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- creating partnerships, joint meetings with tourism providers where we agree to offer facilities to people with disabilities;
- creating a national tourism federation with a green and accessible vision;
- using parts of the handbook to provide managers with useful resources as part of the workshops they organise for their employees

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-Establishing contacts between tourism businesses and stakeholders, through the support of Municipality of Petrich
- hosting different events, workshops and happenings at the Museum
-involving tourist services providers and educators, trainers who would like to learn about how to teach people about what is green, alternative, accessible tourism and how to incorporate this project results in their bids.

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-Guided tours for people with disabilities by appropriately trained guides to places of interest in Cyprus.
- eco-friendly and accessible-friendly accommodations services, ultimately, fostering social inclusion.

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Tips & Hacks

- Offer comprehensive accessibility information with clear visuals and icons to make information easily understandable for all types of visitors.
- Implement inclusive design to attract a larger customer base.
- Give priority to sustainability. Incorporate eco-friendly practices in all your operations to attract and meet eco-conscious tourists.

VNiVERSiDAD D SALAMANCA

Training on relevant disabilities: For example, if you have an elderly clientele, it may be worth training staff on dementia awareness.

Promote disability confidence among staff: Some staff may not adequately recognize the needs of a disabled customer for fear of doing or saying "the wrong thing".

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- apply for European funds to access building development projects through accessibility.
- More people should know about your initiative to bring more countries together and guide tourists to these accessible locations.
-I would promote more on social media and through press articles

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We will use the Green Travel Manual for People with Disabilities and will provide it to our customers as part of our guidance pack (a pack with description of the selected touristic offer, info materials about the place of stay, leaflets with important get-around info, etc.).

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Tips & Hacks

Exploring the opportunities of cross-border and cross-regional programs, in order to create common routes, collaborative low carbon tourism products and tourist offers, to those who would like to practice and develop sustainable tourism activities, to develop an attractive, all-season tourism product through smart solutions, organisations and associations that support the alternative means of transport like incl. setting cycle routes, creation of public self-repair cycle station with electric bikes charging facilities and construction of rest shelters.

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Develop travel packages that focus on exploring green destinations using environmentally friendly means of transport such as cycling, walking or even electric or hybrid forms of transport that are accessible to people with disabilities.

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Assistance training:
Help staff understand when to offer assistance and when to hold back. For example, customers with social disabilities may need more understanding when ordering and to be left alone when eating.

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We will provide the Green Touristic Handbook for Tourism Providers to all our partners that are tourist service providers – they can read it and maybe they can find some idea or suggestion to include or to modify their existing offers. Hopefully, even develop new ones more adapted to people with disabilities.

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Tips & Hacks

Training on relevant disabilities: For example, if you have an elderly clientele, it may be worth training staff on dementia awareness.

Promote disability confidence among staff: Some staff may not adequately recognize the needs of a disabled customer for fear of doing or saying "the wrong thing".

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We have already read both documents and have found several interesting ideas that we plan to introduce in our existing offers as well as in the design of our new offers for the Autumn/Winter 2024 season.

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